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ABSTRACT

The second annual report of the National Commission on Libraries and Information Science describes the activity of the agency between July 1, 1972, and June 30, 1973. It covers the results of investigations and studies that were begun as the first year of operation ended; provides initial information on the surveys and contracts in progress; summarizes the testimony from the first three regional hearings; condenses the recommendations of a special conference on user's information needs; and sets forth the initial points in a national program statement on libraries and information services that has been drafted and is now being revised by the commission. Eight appendixes are included which further document the work of the commission. (WCM)

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NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

ANNUAL REPORT TO THE PRESIDENT AND THE CONGRESS 1972-1973 JANUARY 31, 1974

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INTRODUCTION

The National Commission on Libraries and Information Science, (NCLIS) a permanent and independent agency within the Executive Branch, is charged with primary responsibility for developing and recommending overall plans for library and information services adequate to meet the needs of the people of the United States. This report, the second Annual Report of the Commission, describes the activity of the agency between July 1, 1972, and June 30, 1973. It covers the results of investigations and studies that were begun as the first year of operation ended; provides initial information on the surveys and contracts in progress; summarizes the testimony from the first three regional hearings; condenses the recommendations of a special conference on user's information needs; and sets forth the initial points in a national program statement on libraries and information services that has been drafted and is now being revised by the Commission.

The work of the Commission during fiscal 1973 was (and is) both timely and directly related to major national goals. It was timely because national leaders have recognized that information provided at the right time and in the right amount and format can improve the ability of an individual, an organization, a business, or a governmental agency to make an informed decision, produce a better product, or live a richer life. It was in consonance with major national goals because better information services lead to a better informed citizenry—one that can cope with problems in the areas of neighborhood and personal security, adequate food and fuel, improved human relationships between persons of differing backgrounds and world peace. The Commission is seeking diligently for those paths, old or new, that will make information equally available to all.

Furthermore, it is seeking ways to communicate information to users in the most usable forms. This document summarizes the year's activity of the Commission toward these ends.

Information As A National Commodity

Information for the user is an end product worthy of considerable effort. The libraries and information facilities that provide access to information must be understood in three roles; each role has continuing and increasing importance.

The educational role of the school and academic library is largely unquestioned. The public library has, since the nineteenth century, been called the university of the common man. As off-campus education proliferates, all types of libraries will be used for access to assigned and collateral library materials. The educational role of the library and information center must be strengthened and enlarged as this occurs.

The informational role is not new to libraries, but its importance is heightened because society demands that the individual and the corporate group be knowledgeable on a broader front than previously was expected. As society changes, better information—supplied more quickly—is needed in order to cope with events and trends. Information is of paramount importance to world economy and individual well-being. Information, a prime product of government and of private industry, has become the basis for improved functioning of industry, agriculture, trade and services.

One goal of information is to produce consistently a better yield at a lower cost. In industry the requirement for information may be a need for market forecasts or tariff data or the machinability characteristics of an alloy. Improved productivity as a result of current and valid information is the goal. At all levels of experience and activity the pressing requirement for trustworthy information is a critical and universal feature of our times.

Productivity in all sectors of the economy has become so dependent upon the development and use of information that information has taken on a new level of importance. It is a commodity that must be the concern of government, business and industry because the production of information in forms suitable for the marketplace of the future will be the best basis for continuing growth in the gross national product.

The recreational function of the library is too frequently undervalued. Important but unmeasured values come through the reading of books and the perusal of other library materials. So-called recreational reading can profoundly affect the life style of the reader or it can provide a stepping stone to improved living conditions. Library access to nonprint recorded materials—records, films, tapes,

pictures—may be a threshold for individual development along new lines of thought and activity. In the effort to understand the benefit of a library to its users, it is important to realize that the material in the library that is solely recreational for many users will be instructive and educational for another—and perhaps larger—group. Collections of popular paperbacks in supermarkets and drug stores do not fulfill the demands that are met in a people-centered library. This recreational function of the library is sometimes wrongly named "entertainment." While people may be entertained by the matter they see or hear in library books, entertainment is not the goal. *Re*creation—"to make again"—is one of the suitable goals for the library and for the materials it collects and provides to users.

THE NATIONAL PROGRAM

Information, a commodity with a price, must be acquired, organized, preserved, distributed and put to use without waste of effort, time, energy or money. In the interest of this goal, the National Commission on Libraries and Information Science has been working this year toward a new national program of library and information services. An initial draft of the program has been circulated to those whose constructive criticism can assist with the first revisions. The notions in the current early edition are unlikely to survive unchanged in the final recommendations, but it is important for the reader of this report to know that the hearings, meetings, studies and conferences held this year have provided the basis for the ideas in the draft document. Six major points are made in the document:

1. A top-level agency in the Federal Government should be designated or created to develop, guide and lead the nation's effort to coordinate its library and information services.
2. A policy establishing certain encyclopedic and specialized library and information collections and national resources must be developed and implemented.
3. Bibliographic services that cover wide segments of the printed or nonprinted literature and that serve extensive groups of users with the means to identify and obtain it must be designated and supported as national information utilities.
4. National telecommunication linkage of information service facilities including computers must be extended and subsidized to provide nationwide access to national resource library collections and to national information utility services from any inhabited location that has telephone service.
5. Improved efforts must be made to select, train and retrain information system managers to deal with the complicated problems of this area of endeavor.
6. Existing state and regional library and information programs can become the building blocks of a national program. The partnership of Federal-state-local services must be developed to make the best use of resources, reduce duplication and accomplish at each level the tasks best suited to that level.

State programs that mirror the Federal program in organization and operation can contribute greatly to a unified attack on this important problem.

During the next year some of these points will be expanded, modified, amended, multiplied or perhaps eliminated. Their enumeration here should be considered as preliminary and informational.

REGIONAL HEARINGS

Early in its deliberations the National Commission on Libraries and Information Science recognized the need to learn more about library conditions throughout the nation. Regional hearings were planned and announced as timely opportunities for people from all sectors to place before the Commission their views on library and information science services. The hearings would also give the Commission an opportunity to present its own recommendations and plans for criticism and review by the people most affected by them. The hearings would foster an understanding of the Commission's role and enable the Commission's planning effort to derive the regular benefit of the thoughtful critique of concerned witnesses.

Plans were made for a mid-West regional hearing in Chicago on September 27, 1972; a far-West (including Hawaii and Alaska) regional hearing in San Francisco on November 29, 1972; and a Southeast (and Virgin Islands) regional hearing in Atlanta on March 7, 1973. Written testimony was solicited in advance from legislators, professional leaders, trustees and friends of the library; from state and city administrative personnel; and from businessmen, lawyers, writers, students, retired people and from other users and nonusers of libraries within each region. More than 450 testimonial documents were received. Respondents were invited to be present on the day of the hearing to answer questions put to them during the 9-10 hour session by the Commission. A two-hour block of time was reserved each day as open time to permit anyone present to give ex tempore testimony.

Each hearing had its distinct character dependent, it seemed, on the nature of the region and the regional library resources, on the progress of Commission activities and on the state of Federal

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funding for library activities. Chicago witnesses were asked for their views on the future of libraries, on the need for regional and national services and the possibility of a national plan to provide them—including the role NCLIS might play. The hearing produced discussion of the need for standards by which to judge library services and library education. Speakers from rural areas described rudimentary services that were in sharp contrast to those of regional resource centers in populated zones. Minority groups sought attention for their special needs, including that of having foreign language materials for adults *and* children.

The emphasis in the San Francisco hearing testimony was on regional cooperation to satisfy the needs of people in both densely populated areas and across the sparsely populated distances of the far-West. Statewide library cooperation was inspiring public interest and attention. Services for special groups were much discussed and speakers attested to the information needs of Indians, migrant workers, prisoners, Chinese-Americans, Spanish-Americans and Blacks. Balancing these pleas for attention were descriptions of the dilemma faced by city and university librarians who are trying to satisfy the demands of their local public and also meet the needs of more distant persons who look to the larger libraries as regional centers for materials not available locally. The resources of the West, they testified, are unequal to the task.

Southeastern area speakers anticipated dire effects from the Federal decision to end categorical funding. Speakers testified to the need for library expansion in the Southeastern region as a resource for growth for individual citizens and for the region by attracting business and industry to it. The area lacks widespread research resources, but plans are in a formative stage for a regional network to connect and reinforce available facilities. The view received from testimony was one of earnest attempts to overcome the disadvantages of widespread population and low budgets through cooperative arrangements. Much attention was given to the provision of adequate service for the general public, including the illiterate and the disadvantaged, who until recently had not been served. The lack of trained librarians and of funds for salaries high enough to attract them was seen as the greatest hindrance to the provision of adequate service.

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In preparation for the hearings each of the invitees was sent a copy of the National Commission on Libraries and Information Science's enabling legislation and additional information relating to the Commission's early actions. The role NCLIS could play in proposing and coordinating library and information science programs on a national scale received much attention in responsive testimony. Generally, the Commission is looked to as a much-needed body, one having the mandate to provide leadership in national planning, to set priorities among possible courses of action and to coordinate its efforts with state agencies and other national bodies for common purposes. The willing response to the Com-

mission's request for testimony reveals a corps of highly motivated persons who are eager to listen, contribute and respond to Commission leadership. No other group has attempted to fill the role of national information service planner though some have had a major influence on library progress.

NCLIS was seen as a body of national influence beyond the authority presently delegated to it. Witnesses were clear that they look to the Commission for leadership and asked it to design and sponsor the legislation to provide quality library and information service and equal access to it for citizens across the nation. In doing so, many witnesses reiterated the urgency of the charge given to the Commission by the Public Law under which it is constituted.

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The proceedings of these hearings are important to the Commission and to others interested in current data on the problems of obtaining information through libraries and information services. To make the testimony widely available, the Commission has announced its availability *in toto* through the Educational Resources Information Center. The written testimony submitted for the first hearing in Chicago has also been published in a volume entitled "In Our Opinion" by the Illinois State Library, Springfield, Illinois.

It is not possible to present here an adequate summary of the opinions expressed in more than one thousand pages of thoughtfully prepared testimony. An attempt is made to highlight the testimony that the Commission has found important for its further evaluation and consideration. The comments follow, in general, the framework of the Commission's activity in six areas:

1. The information needs, desires and demands of users and so-called "nonusers."
2. The adequacies and deficiencies of current library and information services.
3. The problems of funding all categories of information service.
4. The introduction, testing and use of new technology of storage, retrieval, copying, transmission and preservation for recorded information including audio-visual materials.
5. The selection, training, assignment and continuing education of persons employed in the information industry.
6. The development of intrastate and interstate networks for information services including collection development, bibliographic processing and access, question-answering reference work and access to text and data.

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1. Information needs, desires and demands of users

One of the notable differences between the findings of the 1968 National Advisory Commission on Libraries and the testimony of the

current hearings is the diversity of individual needs laid before the Commission. No longer do libraries serve only a small homogeneous population as was reported to the Advisory Commission. The poor, the isolated, the institutionalized, the foreign speaking, the children in nursery schools and the aged in nursing homes, the researcher in his office and the student in his lab are beginning to be served from information resources delivered in many ways. Librarians and information scientists—and the officials who back them—voiced their basic desire to provide equal access to the nation's information resources for all citizens. They asked the National Commission on Libraries and Information Science to plan a means by which it can be brought about.

The needs of scholars, scientists and businessmen, among others, are somewhat different from those of most urban citizens. Where the latter's needs are for general information and individualized service, the needs of the specialist are more particularized. They want a specific publication. Their need is to locate and obtain a copy quickly. Interlibrary loan networks and automated data bases sometimes provide these services. Witnesses asked NCLIS to give attention to the need and demand for these services as a part of their study of user's needs.

Balancing services to satisfy needs is very difficult. The problem is faced in every library; it is particularly poignant in the venerable libraries of major cities. These libraries, whose resources are called upon to answer the needs of expanding citizen subgroups (including the business and research needs of industry and scholarship) and whose collections are sought for rare or unique items by people across the nation, have become nationally important resources that receive only local support. Likewise, university and certain special libraries are called upon to serve the general public as well as their own clientele without supplementary compensation.

The Commission received extensive testimony on the needs of still other special groups: children, businessmen, minorities, the aged, lawyers, doctors, technicians, prisoners, the handicapped, the retarded and people of identifiable ethnic background. All require materials by and about their own kind in their own language. They also need a responsive information staff who will understand their differences and energetically provide the services satisfying to that group.

The most often mentioned user need was that for public information of all kinds. Respondents wanted libraries to be able to inform citizens of the laws and codes under which they live (including proposed changes to laws), the requirements and procedures pertaining to social services, the names and programs of candidates for office, governmental reports and citizen group findings and information on charitable institutions and social organizations. They wanted better information on courses of study

offered in local schools and on scholarships available to local students.

Concern was expressed that as libraries become increasingly complex the patrons find the diversity of materials, formats and services increasingly difficult to use. It was suggested that study should begin with the question, "How do people find what they do find?" NCLIS was asked to assure the planning of the special services that are needed to aid the uninitiated user to find what he wants.

2. The Adequacies and Deficiencies of Current Libraries and Information Services

New standards are necessary, witnesses said, before a reliable assessment can be made of the adequacies and deficiencies of present services. Because present standards are based on quantitative measures, many witnesses urged the Commission to establish new ones by which the quality of information services can be judged. New standards for information services should enable benefits to be evaluated in terms of costs. Respondents discussed accreditation of libraries based on standards and the effects of rapid changes in other institutions on the needs for information service and the possibility that social indicators might be determined which would point to needed changes in information services.

Inadequate assessments notwithstanding, deficiencies in present services were discussed. Deficiencies in the training of library personnel, problems with automated systems and inefficient patterns of organization are considered in later paragraphs; deficiencies in services are considered here.

Gaps and duplications in present services were highlighted by many witnesses who saw the problem from quite different angles. Rural areas, elementary schools and small colleges, especially Black colleges, are the most noticeable locales of deficient service. The low tax base and isolated population of rural areas preclude the building of adequate collections. A strong sense of individualism combined with the low value placed on good information service has, in many places, prevented the regional cooperation that might have provided adequate service. Demographic studies show that today's rural people will be tomorrow's urban patrons. Future demands are being created now. Similarly, the reading habits molded in childhood are those of the adult. The number of school libraries is growing but many are inadequate in terms of staff as well as materials. Small colleges are joining in consortia among themselves and in larger cooperative programs in order to provide their students and faculties access to the materials they need but cannot afford. Community colleges are enrolling students before adequate library resources can be gathered to support their studies.

The relationship of school libraries to public libraries received

considerable attention in light of certain proposals to combine elementary school and children's public library services. Overlapping services were readily acknowledged. In many towns students make up a large percentage of public library patrons, so large, some claim, that they discourage adult use of the library. Other witnesses pointed to preschoolers and their parents saying that school libraries are not prepared to serve them and to the education-oriented nature of the school library program saying public library services should never be so sharply focused. Some people would improve school libraries and keep them open longer hours to attract student use. They would reserve public libraries for general use. The best library service may, in fact, differ from place to place depending on the strength of its present services, the geographical location of its schools and libraries and other factors.

Other testimony spoke of deficiencies in the delivery of services from individual libraries. Buildings and facilities themselves may restrict service. Outgrown buildings, architecturally unsuited to library functions, need to be replaced. Barriers that prevent physically handicapped persons from using the buildings must be removed. The lack of lighting, inside and out, parking facilities and public transportation can also be barriers to use. Meeting rooms, activity centers and cultural programs enhance possibilities for service. Moreover, the library must be open when people want to use it. While public libraries are extending their hours, school libraries lock their doors when school is not in session. Some library loan services are seen as too slow by users even when they are considered to be fast by librarians. Those who testified on these points urged improvement.

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Bibliographic control of periodicals, documents and microforms is inadequate. Much of the tremendous growth in publication is in these forms. Plans are needed to coordinate acquisition, to share in processing costs and to permit the user to have access to the needed materials wherever they may be. In seeking efficient and complete bibliographic control, one witness suggested that there may be optimum size fields for control within larger disciplines dependent on semantics involved in indexing.

Present indexing and abstracting services are seen as prohibitively costly for many libraries trying to provide research resources. Costs continue to rise though service is slower and coverage less adequate. Several services index the same journals for different clienteles yet there are overall gaps in coverage. Witnesses complained that the indexing of government publications is both inadequate and incomplete and that delivery services for Federally-generated materials is frustratingly slow and very often inaccurate. NCLIS influence to improve these services was repeatedly solicited.

A corollary to this problem lies in the physical preservation of present resources. Deterioration resulting from acid content in the paper used in library publications is endangering future use. Decisions must be made on what is to be preserved and where it is to be stored as well as the method to be employed for preservation.

The need to build the public image of the library as a source of vital services was often proclaimed in testimony. Strong public relations impact was reported in only a few areas, notably where libraries were in dire financial straits necessitating the curtailment of services. Wherever outraged citizens and friends of the library rallied to mount campaigns to generate public interest and influence controlling governmental bodies, the result was generally effective. The effectiveness of the approach was made clear in oral and written testimony.

Except in times of crisis, public information campaigns are too expensive for most libraries. Television and radio are the most effective message media and the most expensive. Both make time available to public interest organizations, but requests are multitudinous and the time available relatively short. Pamphlets, posters and news releases remain the best media libraries can afford. Witnesses hoped that NCLIS would inspire a national media campaign to be paid for by a national body and cooperate with the American Library Association in endorsing a White House Conference that would place library problems before the public with as salutary an effect as the recent conference on behalf of the elderly.

Less formal and less costly but perhaps the most effective long-term public relations are accomplished by the participation of librarians and trustees in the activities of the community they serve. Services become known and relationships established as library staff are seen and accepted by the community. Yet nonuser testimony at one hearing revealed that neither businessmen nor blue collar workers knew that the service they said they wanted already existed. Promotion of the library to the public it serves may be a perennial area of deficiency.

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3. Funding Problems of Libraries

The financing of library services was the most discussed issue in the hearings. Witnesses made it obvious that present methods of public library financing are uncertain and inequitable and that they generally produce inadequate funds for quality library service. There were urgent pleas for the Commission to make a comprehensive study of library financing and to provide recommendations for solution of financial problems.

The Federal Government was seen as the best source of funding for many of the library and information service programs proposed

in testimony before the Commission. In fact, Federal funding was often offered as the panacea for all expensive library problems. It was suggested that Federal funds should:

support the nationally important collections and services of large public and private libraries;

subsidize development of appropriate library services to ethnic minorities and other disadvantaged groups;

give special aid to libraries in Black colleges;

provide the large sums necessary to establish a national lending library;

expand the national services of the Library of Congress; and

support the technical research that will lead to improved service.

States vary greatly in their expenditures for libraries as do local governments. One state has eliminated the local tax as a source of public library funding; another plans to do so. Federal funds for libraries were used quite differently in different states; some spent the money for state-level direction and coordination; others used it for new or improved local services. Typically, Federal funds constituted one-half of a rural library's annual budget and about ten percent of an urban library's budget. The sudden loss of these funds was reported as a calamity. Decisions on the distribution of revenue sharing funds—some of which may go to libraries—have been delayed. Library administrators saw little hope of receiving significant amounts of these funds in light of pressing needs for police protection, sewage disposal and tax reduction. Where funds have been allocated to libraries, they have generally been designated for one-time capital expenses.

The principle of requiring matching funds from state or local sources was questioned because it tended to prevent the poorest libraries from participating in Federal grants or else cause them to distort their programs in order to provide matching funds.

The idea that user fees be charged for most services rendered in public libraries was seriously proposed but was abhorrent to many. Respondents called them an unfair form of taxation that would discourage use by those who find the library a means of self-education. It was also claimed that fees would be difficult to set and collect. Testimony from commercial information services, however, revealed that there is no shortage of demand for pay-as-you-go work in spite of the fact that it sometimes duplicates services performed without charge in the public library.

Witnesses pointed out that the financial problems of libraries suggest the need for educating library administrators in the art of grantsmanship and politics. While they did not propose that librarians participate in partisan politics, they pointed out that friendly governors and legislators can be effective advocates of library services. Attention, care and the best of information services should, therefore, be provided to these advocates. This point was corroborated in testimony from governors and state librarians.

The Commission heard impassioned testimony on the financial dilemmas faced by large public and private research libraries that serve both a local clientele and persons around the nation who need their unique resources. As cooperative networks increase, so do the costs and the demands for service. Contributions defray some expenses, but they do not pay total costs nor do they compensate for the development of the collections on which new services depend. Privately supported libraries are in particular trouble. Endowments are shrinking and the present tax rules for noncharitable institutions reduce their attractiveness to private donors who might otherwise contribute to support their services.

School libraries are dependent upon the school they serve for their funds. A wealthy school district can afford an inspired library program. A poor district may have no library program at all. Witnesses recommended that the Commission give added support to school libraries and make them viable throughout all school systems. Adequate funding of the school library appears to devolve in part from the value placed on libraries by the superintendent of schools. His (or her) priorities for supporting (nonclassroom) services determine the attitude toward libraries and the share of the funds they receive. Educating the chief school officer to the value of the library in the educational process thus becomes an important task in many communities. The Commission was requested to aid in doing this.

4. New Technology in Information Service

New technological capabilities and the fast growing interest in networking have engendered experimentation with various information systems and resulted in a proliferation of incompatible systems. Computerized networks and data bases have expanded the body of information available to those who need it but access must be made separately to each data base at great expense. In many places the needs do not warrant the expenditure. Witnesses questioned whether experimentation should continue freely or whether perhaps the time has come to emphasize the standardization and coordination necessary to put together a national network. They asked NCLIS to locate or develop programs to reconcile incompatible systems and to build concordances to the indexing and retrieval vocabularies now in use.

Two systems were pointed out as important examples for building

a national network. The Library of Congress MARC program was highlighted because it developed somewhat differently from others in that the originators set out to develop a standard format for the interchange of bibliographic information first and then converted their records to it rather than the reverse. The Ohio College Library Center, suggested as a possible prototype, was described in detail in testimony. The system has not yet realized its full potential but it has had success in catalog card production and other efforts. Costs for book processing have decreased in member libraries, and staff personnel in those libraries have been freed to perform services for users.

Testimony revealed that advanced systems are underused, especially by scientists and engineers. Their specific needs for such systems should be explored. It is known that some individuals in government and on the cutting edge of research do not use library systems. Researchers identify exactly the materials they want and request them directly from the source. Government officials and others frequently call someone who might have the needed data when a local library could provide verified data at a lower cost.

In library and information services the computer has not as yet lived up to the promise of the Sunday newspaper supplement pictures of a push-button information dispenser. Witnesses told the Commission that the computer is saving time and money for administrative tasks of accounting and record keeping. It has accomplished little to date that is of benefit to the general reader in his search for current or historical information. Some large data bases are operating successfully on computers; indeed the largest data bases could not be kept up to date or manipulated quickly without a computer. As the costs of the programming required to instruct the computer to perform intellectual tasks are reduced, more services will be provided at remote terminals by computers. Remote delivery of text, an expensive curiosity at present, is likely to be widespread in many areas as techniques for speeding page-image transmission improve and the cost per page of transmission decreases.

That very few libraries are limited to printed materials was made abundantly clear in both written and oral testimony. Audio-visual specialists described multiple means for presenting information in the form most appropriate to the needs of the user and for creating information within the library. Such capabilities appear particularly valuable for students and nonreading information seekers. The role of creator of information is a new one for libraries and not widespread. Capable personnel to direct such programs are few, and the equipment is complex and expensive. A critical source of evaluation would be helpful to cope with the profusion of new and improved devices that continually appear on the market. NCLIS should, it was argued, establish an advisory group for this purpose.

Cable television holds possibilities for developing new library

services and for providing remote access to present services. The channel capacities presently available to libraries are likely to be insufficient for the uses they will find. The public appears unprepared to accept and use cable television for nonentertainment purposes even though it would appear to be an ideal way to extend the services of libraries to rural and otherwise isolated patrons. The expense of a rural cable program might be borne by a kind of administration such as the REA which brought electricity to remote areas. CATV is still in its infancy. Screened images are not perfect, portable equipment for recording is far from light and convenient, and there is a shortage of personnel trained in the necessary technology. But some areas are now experimenting with library programs, and the witnesses who spoke of these experiments reported excitement and pleasure with the results.

One of the greatest needs in the area of technology is not technical but attitudinal. Technology requires a mental outlook that accepts change, particularly mechanical change. Witnesses felt that the tendency to "knock" technology is a result of lack of understanding, a condition that can be improved among librarians through workshops and continuing education courses. But they suggest it could also be improved by the nature of publications relating to technology. A greater emphasis on specific information that relates to familiar situations will foster understanding among working librarians. Witnesses charged NCLIS to help establish a climate in which change can be accepted.

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5. Human Resources

No resource is more critical to any library or information service than the personnel who serve in it. The quality of their training, the appropriateness of that training to existing and changing conditions, and the attitude of those who serve can make or break programs and provide satisfaction or discontent among those served. This point was made over and over in testimony to the Commission. There are at present more professional librarians available than there are funds to hire them for the work that is to be done. Exceptions exist in a few areas.

The demand for librarians who are members of minority groups exceeds the supply. Qualified technicians to use and maintain automated and audiovisual equipment are hard to find. Many professionals find their training out of date in libraries catering to previously unserved groups, using impersonal mechanized systems and providing services never before considered appropriate to libraries. Rural libraries find themselves unable to afford professional services. The low economic status of libraries affords little incentive for individuals to acquire graduate-level training and then return to a low-paying job. It was suggested that Federally-funded VISTA or Peace Corps type projects might employ the temporary oversupply of librarians in these areas of need.

Times of manpower oversupply present opportunities to improve recruitment and selection procedures. A method is needed to predict manpower demands in time for changes to be made in these procedures and in training activities. Recruitment needs to begin in high schools and community colleges with the projection of an accurate image of today's librarian who is not just the person who "loves books" as is so often incorrectly pictured. Special efforts need to be made among minority groups. Minority staff members need to be seen; jobs and work scholarships need to be made available. Scholarships are expensive, but the schools offering them report that they are a good investment in the future. Library schools must be more selective in choosing their candidates. The suitability entrance test, once discarded as too expensive, could be revised and revived. Candidates with special skills and aptitudes might be selected over those of general acceptability. Size of student populations in library schools should have some relationship to the jobs available when they graduate.

The course content debate in library education continues with each specialty calling for greater attention to its particular needs. The testimony discussion centered on the teaching of materials and library skills vs. theories and applicable techniques—to which might be added later on-the-job training or institutes in special fields. Many spokesmen would establish working libraries connected to library schools in which students could receive practical training. Others said that this is wasteful and insisted that library school should be the beginning of a professional's education and not the sum total of it. The schools themselves continue to re-evaluate the question and some are now considering extending their course to a full two years to cover the new fields and to provide deeper subject knowledge, the lack of which is generally seen as the most widespread of present criticisms.

The library schools reported critical internal problems. Time for research and new course development is "overload" time for most faculty. This makes it difficult for the schools to provide the new opportunities for students that they as well as working librarians would like them to have. Under present circumstances distinguished faculty is difficult to attract and hard to keep. Pay is not competitive with the administrative positions available to faculty candidates. Opportunities for research are few, and funds to support it are unavailable. The present generation of top faculty is now retiring without a rising group to take its place. Witnesses looked to the future with trepidation.

Testimony opinion stated that we are undereducating our leaders and overeducating most of our librarians. It claims undergraduate skill training in library procedures and information retrieval is

adequate for most working jobs. Project FIND, a commercial reference service, advertises training for people with general liberal arts education to make them superior information retrieval specialists. Leadership positions in administration, systems planning and evaluation and research require greater depth of subject training and broader theoretical training than is now offered in library schools. A special librarian reminded the Commission that the Special Libraries Association voted against requiring a professional degree for membership because they saw it as an unrealistic measure of qualification for special librarianship. It was recommended that community colleges develop courses to train library technicians. These could be designed with the aid of local library administrators who could then offer practical experience during the course and jobs after it. It was further recommended that NCLIS consider the issue of library education and appraise present programs remembering that much of the strength in today's total manpower is a result of the diversity of programs now offered.

That retraining, in-service training and continuing education for all staff members are three necessary steps in this age of rapid change was repeated at various times in testimony in relation to many separate problems. In these programs lie opportunities for changing attitudes and improving the quality of service in every department of the library. However, administrators and trustees must be convinced of their value. Released time for training has been unavailable and programs few. To be valuable, these courses must be well planned and specifically relevant to the needs of the participants. For example, a course designed to improve interviewing skills is of more immediate use than a semester of general psychology. Opportunities abound for cooperative approaches to the provision of training, but care should be taken not to make them a mere added responsibility for regional and state administrators whose major concerns are with other matters. Because of financial difficulties in local libraries, Federal and state support of these programs may be necessary either directly or through the provision of fellowships and grants for participation in them.

The delineation of tasks to be performed by professionals, paraprofessionals and clerical workers will help to avoid the misuse of personnel funds that occurs when professionals perform simple procedures in the name of service. The Illinois Task Analysis Project was named as a useful tool for the evaluation of staff assignments measured against the goals of a particular institution. Such task analyses and the hiring of paraprofessionals are viewed as a threat by many librarians. Difficulties continue between librarians, media specialists and information scientists, and now new problems are arising between technicians and librarians involved with automated systems especially where their tasks and responsibilities are not clearly outlined. Some libraries are trying out new concepts of employment—hiring part-time personnel, splitting jobs so that two libraries or departments share the time of one professional person,

hiring people with special skills for limited periods of time for the accomplishment of a particular task, and encouraging professionals to accept temporary full-time assignments in areas that hold new interests for them. Staff re-education programs can add to an understanding of new personnel policies and the benefits that are expected from them.

Trustees, Friends of the Library, Citizen Advisory Boards and other groups are a vital part of the human resources of library and information services. Testimony received from members of these groups showed that their role and effectiveness varies greatly from place to place. Individuals report that boards are sometimes ineffective because members do not know what is expected of them nor do they know where to find materials that would make their role clear to them. Beyond that there is a need for very specific information to help them in making housekeeping decisions. The most effective boards appear to be those that take seriously their role as liaison with the community, learning its needs and guiding library services toward meeting them. They can be knowledgeable spokesmen for library interests before governmental funding agencies. These citizens, the politically knowledgeable and those with personal influence, are excellent lobbyists. Trustees and Friends of the Library must inspire others with their interest to support quality library service for all citizens.

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6. National Networks and Library Cooperation

Testimony at the hearings revealed a strong, widespread feeling that the Library of Congress should be designated a national library and should be funded for basic services in support of a national network. Commentary on patterns of organization nearly always included a statement to that effect. Witnesses asked for expansion of present service, wider acquisition and cataloging of materials including government documents and technical reports, extension of the machine-readable bibliographic data base to include serials, funding for the input of retrospective catalog records in machine-readable format, improvement of interlibrary loan services, and expanded service to the blind and physically handicapped. They look to the Library of Congress for leadership in developing standards for bibliographic control and in the building of national acquisition plans. There was no dissent from the proposition that the Library of Congress should take on the full responsibilities of a national library.

Following the organizational example of Britain, witnesses advocated the establishment of a national lending library to collect and lend little-used materials. At issue is the number of such centers needed. Some persons felt that communications and mail services are effective and that a single institution utilizing these facilities makes regional libraries an unnecessarily duplicative expense. Others recommended smaller regional banks as more manageable

and better able to give quick and efficient service. Some suggested separate centers for microforms and periodicals and documents. Several library resource building programs already exist in the United States; these might serve as prototypes or nuclei of a national system. Most notable are the Center for Research Libraries and the Associated Colleges of the Midwest.

The national libraries and lending libraries or banks of less-used materials could be integral parts of a national network. But national networking is an issue complicated at the present time by the numbers of existing regional and mission-oriented national systems that have few connections between them and multiple incompatibilities. Most exist on less than their projected costs; this hampers their efficiency and quashes plans for future improvements. The necessity to plan for system needs years ahead of time requires the assurance that funds will be available as those plans mature. Basic issues must be faced before a national system of networks can be built, said testifiers before the Commission. Principles must be established; successful networks will need protocols and a formal structure.

Encouraged by Federal and state leadership and funding and by the prospect of providing better service at lower cost, cooperative efforts have sprung up across the nation. They include simple communication systems to facilitate interlibrary loan through centralized processing and union catalogs, to shared reference services, in-service training and even shared staff members. Some cooperatives include only one type of library, i.e., public or college; others cross types. Their administrative structures vary as greatly as do their services and membership. The degree of formality in a cooperative appears to be a function of size. Some are more successful than others. NCLIS was asked to survey the various governing structures for the purpose of preparing guidelines for future use. Witnesses reported that strong cooperatives require firm funding, a legal base, a willingness on the part of members to yield some local authority, a structure that will survive changes in personnel and provision for growth and change. The hindrances to success are preoccupation with the needs of individual libraries and the lengthy procedures of the variety of governing bodies involved. Workshops and continuing education programs, particularly those in organizational behavior, may help to bring about understanding of these human and administrative problems.

As cooperatives become increasingly successful, their costs mount—most notably the communication and personnel costs involved in interlibrary loan programs. Shared acquisition and processing programs, however, can reduce individual library costs and even free personnel within the library. Cooperative in-service training programs can assure use of the systems established for service and may provide training in library skills that will result in better service within the individual library and better use of

collections, incidentally reducing the number of calls on resource libraries for service that should be given locally.

Corporate and other special libraries that do or could provide special information services to the public remain an unassessed resource and, therefore, their role in cooperative programs and networking is, to a large extent, uncertain. A registry of their data and materials is needed. The resources of many large special libraries are well known and appreciated but most special libraries are small. Librarians of small special libraries said that organizing networks of those libraries have not been practical because the little ones that would benefit most haven't the staff time available to organize a cooperative and the larger libraries find the benefits not worth the effort. In some areas, however, where geographical proximity makes it logical, industries have shared facilities and resources and benefited by having larger collections available at lower cost. In business libraries cost is a pivotal factor. Library services are not profit-making and, therefore, they often feel the brunt of budget-cutting actions. Witnesses cited a trend toward greater dependence on public library collections, occasioned perhaps by their company's broader occupational interests, by public services that provide ready access to information beyond the local library, and by the public librarians increasing awareness of and satisfaction of corporate needs. Still, administrators hesitate to allow their libraries to participate in interlibrary loan programs because of the overhead costs involved. Fees for services rendered may be the critical issue in encouraging cooperation.

Testimony from state library agencies reveals how greatly they vary in their influence and function. Some are powerful originators and coordinators of state planning while others are principally program expeditors. The loss of the Federal funding programs, the monies from which were channeled through their offices and the new emphasis on revenue sharing distributed both to states and localities will, administrators fear, erode their influence over statewide library development and make it increasingly difficult to establish cooperative programs. State agencies are further hampered by their sensitivity to political pressures, by salaries that are not competitive with those offered by city and university libraries, by the fact that they are asked to divide their efforts between providing leadership or overall state planning and conventional library services, by a historical orientation toward public libraries and by uncertain funding and a low profile within the state government.

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This summary of the testimony covers most of the ideas mentioned by witnesses. It cannot convey the excitement that was present in the hearings. Commission members appreciated the sense of urgency and enthusiasm. Much of what has developed in the Commission program has sprung from the hearings or been

tested against the ideas expressed by the witnesses. In the future, the Commission will seek testimony on specific issues and problems. The continuing interaction generated by the hearings is building a useful partnership for development of library and information service.

SUPPORTING STUDIES

1. Information Needs of Users

In an early public statement the members of the Commission announced that their philosophy of operation was to be user-oriented. This required a deeper understanding of the information user than was thought to be available. An initial study document* written for the Commission by Ruth Patrick and Michael Cooper verified the paucity of dependable information in this area. To fulfill its requirement, the Commission began its own program of studies on the information needs of users. Under a Commission contract Mr. Charles Bourne, Director of the Institute of Library Research at the University of California (Berkeley), agreed to provide some guidance to the types of users whose distinct information needs would require consideration in terms of library services and information systems.**

The objectives of the work were: (1) to identify the principal population groups whose information needs differ in significant ways from those of the general population and to define those differences; and (2) to formulate an array of possible specifications for the post-1975 library services that will meet the needs that have been defined. Work commenced with a broad survey, search and study of the relevant published reports on various user types. Consideration of the methodologies applicable to the development of future library and information services followed.

* Ruth J. Patrick; Michael D. Cooper; *Information Needs of the Nation: A Preliminary Analysis*, School of Librarianship, University of California, Berkeley, California, May 1972.

** Charles P. Bourne; Victor Rosenberg; Marcia J. Bates; Gilda R. Perolman; *Preliminary Investigation of Present and Potential Library and Information Service Needs*, Institute of Library Research, University of California, Berkeley, California, February 1973.

Current studies confirm decades-old profiles that in the general population the typical *public* library user is young, female, single, well-educated, white and middle-class. Libraries have a positive image in the community and serve many users, but their potential is larger than their current utilization even for the population considered most served and best served. In the extension of services to all types of minority populations, libraries serve lower percentages of the persons to be served and, generally, serve less effectively.

The report of the Institute of Library Research identified several minority groups whose special needs require attention. Among them are:

American Indians
Blacks
Blind and Partially Sighted
Children and Young Adults
Deaf
Economically and Socially Disadvantaged
Foreign Language Speaking (and Reading) People
Functionally (or [illegible]ally) Illiterate
Mentally Retarded
Mexican-Americans
Migrant Workers
Nonprofessionals
Older People
Physically Handicapped and Shut-Ins
Prisoners
Professionals with Job-Related Information Needs
Rural People
Students
Women

These subgroups were studied in terms of single variables: age, economic level or housing location. Each group was found to have information needs different from the needs of the general population. No effort was made to identify subgroups in terms of multivariable descriptions such as the term "disadvantaged" might imply.

Discussions and interviews with concerned persons resulted in the formulation of the following observations:

1. It would be worthwhile to continue the effort to upgrade many of the current national standards—expanding their scope and incorporating the latest thinking regarding the general functions and objectives of public information services.
2. It is not possible now to develop a complete set of meaningful objectives, standards or specification statements. Further study is required.
3. It is difficult to formulate specification statements that are both general enough to cover most situations and specific enough to be a basis for design or evaluation efforts. It does seem to be

worth the effort to continue the attempt to develop such specifications at both the local and national levels.

4. The National Commission on Libraries and Information Science is the appropriate organization to lead this national system planning effort.

2. Information and Society

The information needs of the people of the United States will continue to be influenced by social and economic trends as well as by changes in the technology that can be economically applied to information service. These changes, particularly in the next five to ten years, would be of importance to the work of the Commission. A basis for prediction was sought from Dr. Edwin B. Parker of the Stanford University Institute for Communications Research.

Dr. Parker's report—available in its entirety from ERIC [1]—is to be republished in part with the Commission report on a User's Needs Conference described below. Dr. Parker was asked to examine the trends in economics, social behavior and technology and to extrapolate from those trends the types of information service that will be needed in the next decade. The time frame was selected to be close enough to the present for some projections and predictions to be based on more than guesswork, yet distant enough to allow time for planning and implementation.

[1] Document ED 073776; see Appendix VII for the full citation.

Dr. Parker deals with information as a survival commodity whose importance rivals that of matter and energy. He notes that the effective conversion of matter into energy (or *vice versa*) to meet human needs depends upon the availability of information on how to accomplish the task. Investment, therefore, in the improved production and distribution of information (a nondepleting commodity) may be the only way to make the best use of the depleting commodities whose consumption is equated with the quality of life in many areas of human experience. But the level of the investment in the distribution of knowledge, Dr. Parker insists, must bear a favorable current and future relationship to the return on that investment. This is true for education, for information services and for communication services. It is to this point that Dr. Parker addresses his paper as he predicts changes in economics, social behavior and technology.

Dr. Parker predicts a growing gross national product whose components are undergoing rapid change—one that increases the significance of information and education relative to other types of productivity. He ratifies his expectation that the dominant trend in society is away from hard goods production and toward information and education "production" and distribution with statistics on dollar volume and on the labor force employed in various areas over a time span of the last quarter century.

He reaches five conclusions regarding the kinds of information service that will be required:

1. Expanded audio and video services should be provided in response to the general shift toward greater use of such media that will occur during the rest of this decade.
2. Greater emphasis on information for the "information-poor" will be necessary to counterbalance partially the likely widening of the gap between the "information-rich" and the "information-poor" that will result from increased commercial development and exploitation of information technology (including pay television).
3. Switching centers and referral services should be developed so that libraries can come closer to meeting the widening diversity of information needs, even though it may be uneconomical to provide a full range of service in each local library.
4. Consideration should be given to improving access for each citizen to public information about government services and government decision making at all levels. Minutes and supporting documents of all local government boards and committees could be made accessible through local libraries, for example. Within a few years a national network of Federal Government information could be made available to local libraries via computer time sharing and information retrieval techniques, just as medical references are made available to the medical libraries by the National Library of Medicine's Medline System. Computerized congressional information systems now being developed could be made nationally accessible by the Library of Congress.
5. National service to local libraries (e.g., on-line computerized searches of the Library of Congress MARC files) could be provided (analogous to Medline) to make national bibliographic information readily accessible throughout the country.

These needs of the future have been incorporated in the national program document now being shaped by the Commission.

3. The Denver Conference on User's Needs

As noted above, the Patrick-Cooper report concluded that very little useful data on the information needs of various types of people have been collected or analyzed. Dr. Bourne enumerated the groups whose information needs would require individual analyses and response. Dr. Parker forecast the economic, social and technical changes of the next decade that would force upon society a requirement to reassess and restructure the ways in which information is provided to citizens. Although these observations were helpful, they were far from the definitive conclusions that the Commission requires. The reports, taken together, constitute a "homework" phase of the investigation and lead directly toward the Commission's next steps in the study of the information needs of users. The remaining requirement was for practical knowledge of

the information needs of groups whose specific requirements for information have been neither understood nor fulfilled by current library and information services. Nearly everyone has information needs and some of these needs can be met if they are understood, yet there has been no articulation of the needs and no development of the priorities that will determine whose needs are met first from the limited resources that are available.

To address these substantive concerns, a small invitational working conference was held in Denver, Colorado, in May 1973. There, the Commission's Committee on User's Needs advised by a small group of persons whose research on user's needs was in the forefront of current scholarship, met with a score of representatives of specific groups of users. Each representative was asked to provide an advanced paper on the information needs of his or her group. The papers were circulated to the participants in advance of the conference in order that there could be an effective exchange of information once the meeting began. The types of user groups represented were:

Aged
Agricultural Workers
Biomedical Workers
Businessmen and Women
Children
Creative and Performing Artists
Culturally Isolated
Economically and Socially Deprived
Geographically Remote
Homemakers and Parents
Institutionalized
Labor
Mentally and Physically Handicapped
Scientists and Technologists
Social Service Workers
Youth and Young Adults

The papers were identically structured. The authors were asked to define the characteristics of their group, to indicate why their group should receive information services, to define the needs of their group for library and information service, to assess the adequacies and deficiencies of current library and information services and to indicate some strategy for fulfilling the needs.

During the first day of the conference the participants held a full and free exchange of the views represented in their individual papers. This exchange was followed on the final day by a rigorously structured, three-prong attack on the most serious of the user need problems facing the Commission.

The initial problem was that of expressing and defining user needs in terms acceptable to all. The participants had heard 17 different ways of expressing needs. There was difficulty in differentiating a

need from a demand and a demand from a desire. It seemed equally difficult to define needs without indulging in speculation on ways in which the needs should be met. The conferees finally converged on expressing information needs in a framework that included:

The content of information;
The forms or format in which information is delivered;
The time frame in which information must be delivered if it is to meet the need.

The user requires content only when the content can be assimilated and when it arrives during the period of need. Content in an ideal format and delivered on a timely basis to one group of users in an emergency situation may be invaluable while the same information in the same format may be of no use to others in a different situation. Information needs eluded precise description and definition.

A second problem was that of determining priorities for the use of information resources to meet information needs. Advocates for each group could give adequate reasons why their group deserved high priority in the utilization of those resources. Among equally important groups some must finally be seen to be more equal than others, and the problem of priorities is that of deciding which groups can attract national interest and, therefore, national action in order that long-range national goals can be fulfilled.

Participants pointed out that some groups have optimized their lives in such a way that the search and gathering of information useful to them has been relegated a very low priority and thus they obtain and use very little recent and germane information. It could be inferred that information services should take this into account and provide a filtering apparatus to give them only the information most essential to their life tasks. Filtering and packaging, however, are very expensive and the Commission representatives were concerned about the element of cost in regard to meeting user's needs. The participants finally agreed that they could not define priorities by the names of the clienteles to be served and instead defined some general principles that would require continued consideration. The first criterion was to determine whether a service or system helps to equalize the needs of various user groups and provides service to those who have previously had poor service or none at all. A service would be acceptable if it provided information service to an unserved subgroup within a large group. For example, in the medical profession technicians receive relatively poor service while medical doctors have acceptable levels of service if they will use them. The principle, therefore, is that of devoting resources to the "have-nots."

The second criterion has to do with library and information services that address major social priorities within the nation. Examples

are the polarization of society into populations with divergent sets of values or the quality of life within society. Included are such matters as energy, pollution and the individual citizen's control of his own destiny. An information service that touches on social problems such as these should be given priority, the participants said.

The third criterion favored selective, individualized, personalized services as opposed to mass services rendered to large groups. While this seems to run counter to the need for cost consciousness in the development of information systems and services, it was nonetheless felt to be of importance.

A fourth criterion was that any new information service should help to articulate the existing state, local, Federal and regional services provided in the past to varying constituencies. In outlining this criterion the participants suggested that access to "life information" is equally important to all and that information services should give each citizen an equal opportunity for gaining access to knowledge that will preserve and improve his life.

Finally, priority should be given to network development rather than to individual component building.

In a closing discussion the participants focused on the directions of change that are visible in our society. One of the changes that is most noticeable is that of the appearance and growth of the television industry. The screen image is increasingly favored as a way of gaining access to information. It is possible that the screen image may provide an instrument for delivery of individualized information for an individual recipient. Whether the economics of tailoring information to the individual and delivering it to him can be mastered is uncertain. It seems that society may have to focus on groups rather than on individuals if economically viable information systems are to be created and operated. One of the operational modes postulated for the future was an "information environment" in which the content of information would not change appreciably, but the format would change in response to the social and educational preparation of the individual user.

The participants also foresaw the development of a community information network in which affiliations among different institutions that provide access to recorded knowledge in any form would provide the user with an interlaced system of collections, formats and access points that would readily adapt to changing needs. So-called "hotline" information services that are always available to give specific information or counsel may be the prototype of such community information networks.

These services and others like them may need to be integrated with library services so that the user has one point of contact for information to serve for all his needs. Future educational changes within society will lean significantly toward "on-demand"

educational opportunities including the open university. This type of education, beginning with early training and continuing life long, will set fewer limits on the opportunities that lie before any individual. As this takes place, the library should become a leading partner in providing access to recorded information for the student. Declining emphasis on institutionalized education and increasing emphasis on individualized education will put a new burden on the library to provide organized collections and organized access for diversified users and a similar burden on communication systems to provide adequate and inexpensive access to the many facilities that can be utilized in educational programs.

As the discussion of needs, priorities and future changes ended, the participants were asked to recast their original papers in such a way that the Commission could formulate specific recommendations on the information needs to individuals and groups for future action. The conference showed that many people are living without any information service in a world that demands an informed citizenry for progress. The Commission was alerted to the need to provide at least a minimal type of library or information service for every citizen.

It is clear that very little has been done in the way of systematic analysis of the needs of particular subgroups of our population. It is equally obvious that we will need to develop a more consistent framework so that we can speak to each other and listen to each other regarding our needs for information. The Commission will not delay, however, using the information it has already gathered as a basis for the formulation of its national program.

4. Public Library Finance

The Commission's need to understand the legal basis for the funding of public libraries arose, in part, because of the current challenges to the local property tax as an equitable basis for the collection and distribution of public monies for education. If education funds were to be changed to some new or wider tax base and if educational disbursements came from new sources, libraries and library funding would soon come into question. Public Administration Service in Chicago, Illinois, was asked to provide a report on current funding legislation in each state and to examine the results of that legislation in several states and communities with the goal of producing a plan for a comprehensive investigation and recommendations for action.

There is a close legal relationship between public libraries and state government. As subdivisions of the state, local units of government need either constitutional or statutory authority from the state to found and finance their public libraries. The extent of the taxing powers and bonding authority established under law for library purposes is significant to the continued viability of local libraries.

The concept of state aid for support of local public libraries began with a New York Act of 1838, but its modern roots are an Ohio Act of 1935 and Michigan legislation enacted in 1937. Faced with the continuing economic depression of the 1930's and the adverse impact on local property tax funds, local governments were forced to look to their parent states for adequate financing. The justification for such aid lies partly in the assumption that public libraries are an integral part of the educational system and the states should assume, therefore, a responsibility for their direct financial support. This belief reflects the long-established tenet that the state is responsible for the education of all its citizens. Several other arguments are often used to justify state aid for public libraries. First, the state is the logical government unit to assure sufficient public library facilities. Second, since the state may set standards of service, it should provide financial support for the attainment of these standards. Third, the state should strive to make services equal in all areas, regardless of economic disparities among the various local units. Last, the state has a wider range of income sources than local governments from which it may draw for library support.

Information is available on the amounts of Federal and state funds required to finance public library services. What was not known at the *national level* was the variety of revenue sources either used or available to libraries operated at the *local level* to fund their operations. The most current published financial data were those collected by the 1968 survey of the U.S. Office of Education. As reported in the *Bowker Annual*, these data provide information on 1,057 reporting libraries serving 117 million people. The respondents were restricted to those autonomous libraries serving populations of 25,000 or more; excluded were libraries (approximately 6,000) which serve areas with fewer than 25,000 persons.

The task of collecting useful data on income sources for 7,000 plus public libraries and library systems throughout the country is formidable. If, however, the problem is approached on a systematic basis, the prospects are encouraging. Public Administration Service was asked to develop the method and to provide sample data.

Their report is a compilation of summaries of the state laws on library funding plus some indicative data on the results (in dollars) that the laws produce for library uses in each state. The report concludes that the overwhelming majority of libraries receive the bulk of their financing by appropriation from general revenues and a portion of the proceeds from taxes levied on property of the jurisdiction in which the services are provided. This pattern conforms closely to relevant legislation at the state level which permits funding for library operations.

The Public Administration Service report provided no unexpected recommendations or conclusions. It was clear that an opportunity existed for the Commission to provide the leadership toward the formulation of new patterns of library funding. Government Studies

and Systems, Inc., a Philadelphia concern, has received a contract to assist with this task. Their charge is to provide the National Commission on Libraries and Information Science with a study of feasible alternatives for the future funding of the public library and its ancillary public information services as they may exist and to project, in the light of modern public goods theory, the financing mechanisms that will be needed to replace those that are no longer acceptable to our society. Their work is to produce recommendations on the possible future role in library finance of state aid, local taxes and local nontax support. It is also to recommend a method of collecting and distributing public funds among public library and information systems.

This report on Public Library Funding is due in the spring of 1974.

5. Problems of Research Libraries

Our major research libraries have some problems not encountered on such a large scale by the neighborhood library, the specialized information center or the data service center. Because these libraries are national resources their problems are important to all. The Commission began this year to discuss the problems of these institutions and to recommend studies and actions related to them.

Library of Congress

Among research libraries the Library of Congress is unique in its age, size, scope and multiplicity of services. The development of a national program of information services must first be based on the information user and second on the central role of the Library of Congress. The Library of Congress is, without challenge, the most important single center in a national array of libraries and information centers. The Commission, working through a committee of its members, devoted many days to a study of the activities of the Library of Congress. Mindful of the fact that congressional committees are charged with overseeing management policy, operating methods and efficiency evaluation of the Library of Congress, the Commission emphasized the "products" of the Library from the point of view of the national interests that are the Commission's concern. National benefits, in terms of cost effectiveness, were a goal of the Commission committee in making the following recommendations:

1. Expansion of the lending and lending-management function of the Library to that of a national lending library of final resort.To fulfill this requirement for backstopping the other significant resources in the nation and to do so without infringing on the need to protect its collections for future use will require extended new arrangements such as the purchase of some materials for loan, the use of microforms to produce simultaneously a preservation copy and a print copy for loan. New communications and improved text delivery techniques will be required.
2. Expansion and fulfillment of coverage of the National Program

for Acquisitions and Cataloging (NPAC). The Commission believes that the Library of Congress should seek to acquire, catalog and process for current and future use approximately eighty-five to ninety percent of the world output. At this level of achievement it is conservatively estimated that there would be a national saving of at least $66 million for research libraries alone as well as additional significant national benefits.

3. Expansion and distribution of machine-readable cataloging to include substantially all languages of current monographic, serial and other significant library and information materials being acquired by the Library of Congress. This project is essential for the effective operation of the bibliographic apparatus of the Library of Congress and other research libraries and information agencies. The task of maintaining bibliographic control of the increasing amount of significant library and information materials that is acquired by the Library of Congress is best accomplished using automated methods.
4. Distribution of bibliographic data through on-line communication. When acquisition and cataloging of most of the significant publications of the world (including serials) has become routine, the potential of a complete machine-readable data base can be fulfilled with a central organization to speed the products of these services to the user through his library and his information service network.
5. Further development of an expanded General Reference Program to support the national system for bibliographic service. This would include an expanded, rapid-response referral service to sources of information other than libraries and information centers.
6. A comprehensive National Serials Service to integrate and expand the present serials activities of the Library and to provide an organized set of serial services to the nation. National efforts can substantially benefit all libraries and make their work with serials more effective and less costly and improve the accessibility of serial literature to users.
7. Improved access to state and local publications should be developed by the Library of Congress working with state and local agencies to standardize cataloging and other techniques of organization. The Library of Congress is the logical agency to assist in the local development of policies and programs that will make state and local governmental publications of greater benefit to various governmental bodies of the nation and to the people served by those governments.

The recommendations set forth are those that the Commission believes will contribute most to the further development of information services adequate to meet the needs of the people of the nation. Other recommendations were proposed by the committee to the Commission but deferred at this time in the interest of emphasizing the recommendations that can have the greatest constructive impact. The recommendations above have been con-

sidered essential in the development of a national program and are related to a total pattern of Commission recommendations.

A separate report by the Commission sets forth the recommendations on the Library of Congress in more detail.

Bibliographic and Resource Centers

Amid the many problems of the user in gaining access to the information he needs, there are three major questions. Has the information wanted been discovered and recorded in a known language and useful form? How has the information been identified and where is it? Can it be obtained while it is still useful? The more difficult it is to answer these questions, the more likely it is that a research library will be called upon to assist in the search.

Research libraries are important because they can help users whose information needs require uncommon collections or unusual facilities. They can, in concert, provide access to the broadest array of man's recorded progress. Fortunately, research libraries have freely shared their materials—through interlibrary loan—with increasing numbers of scholars. As the requests have risen, those providing the loans have been forced to consider the merits of continuing to permit access beyond the local clientele. Problems of cost, wear on scarce items and of loss are important. More users and more use has inflicted a severe toll for the user, too. He is more frequently disappointed that the item he needs is "out to another user." Since guaranteed text access should be an objective of library service, new techniques to speed or replace interlibrary loan service are required. Addressing these problems, the research libraries acting collectively, and now the NCLIS have had to seek ways to provide bibliographic and resource service in the future. Several useful studies leading toward possible answers have been completed or are in progress. As a next step toward the goal of providing access to research libraries, the Association of Research Libraries (ARL) was asked to examine the considerations that would be encountered in developing a plan either for a single national bibliographic and resource center or, alternately, for a national system of such centers. They were asked to recommend one or the other as a preferable solution to the need. Cracks in the structure of interlibrary loan agreements make it necessary to provide a national "backstopping" arrangement to guarantee the user access to materials without undue or unreimbursed costs being imposed on existing public or private research libraries.

Professor Rolland Stevens, University of Illinois, the principal researcher for the NCLIS contract, examined the existing records of traffic in interlibrary loans, studied the current trends in library cooperation and pondered the emerging patterns of centrally organized bibliographic and resource service in this country and in Great Britain. His report to the Commission provides some basic guidance for planning.

Stevens reports that 50 percent of the materials requested on interlibrary loan are monographs, 34 percent are serials and journals, the remainder are dissertations and other formats. Recently published items—those less than ten years old—comprise half of the traffic, and materials in English account for 80 percent of the need. More titles are sought in science and technology than in humanities and more in the humanities than in the social sciences. Statewide and interstate systems with interlibrary loan compacts seem to be able to meet 65 percent of their own needs. The dimensions of the national problem are, it appears, within the reasonable range of expectation for fulfillment but there are some large problems.

Regulating the borrower's procedure is one of them. At present borrowers do not complete the bibliographic identification of one-third of the items they seek to borrow. Either they lack the catalogs and indexes to perform the verification or they lack the skill to use these tools correctly. The result is unduly frustrating and costly for the potential lender. Furthermore, 15 percent of the loan requests are sent to libraries that do not have the items requested. This results in unacceptable delays for the ultimate user. These problems can be corrected through better training of personnel, insistence on accurate citations by lenders, and the development of regional bibliographic centers to assist in the search and verification process. Such centers should develop around existing collections and not be built for this purpose alone. The large libraries whose collections and services bear the heavy burden of interlibrary loan should be encouraged to continue this practice through a contractual system that provides adequate compensation for the service. And there must be a national center to plan and implement services, coordinate regional centers and serve as a final resource center for all of the materials that cannot be supplied within a region.

Stevens enjoins the NCLIS to:

A. Determine the appropriate regions of the United States in which a national system for interlibrary loan should be organized. The "appropriate region" may be a single populous state which already has a hierarchical or other interlibrary loan system or it might be a group of adjoining states.
B. Designate one existing library as a bibliographic center in each region.
C. Designate other libraries having outstanding or strong collections in a number of subject fields as resource centers. These will be libraries which have been important sources for interlibrary loan in the past, and they will be responsible for continuing to make their collections available to meet the nation's needs.
D. Designate the three national libraries, the Library of Congress, the National Agricultural Library and the National Library of Medicine, plus the Center for Research Libraries to serve as national centers, the responsibility for loans to be divided among them according to their collection strengths.
E. Draw up contracts with the libraries designated as bibliographic centers, resource centers and national centers, outlining their

responsibilities and stipulating the grants, transaction fees and other compensation they will receive for services.

F. Serve as a coordinator to establish policies, make decisions, maintain fiscal accounts and perform other continuous tasks necessary to keep the system working.

The NCLIS has received the ARL recommendations and used them as the basis for a contract awarded to the Westat Corporation of Bethesda, Maryland. Westat has been asked to provide the conceptual design of both the bibliographic and the resource centers defining both their scope and content, to give an approximation of developmental and operating costs and to offer some guidance regarding their management. The Westat report is to be ready in June 1974.

6. Continuing Education

There is a rapidly increasing need within the library and information science profession for an established nationwide program of continuing education. Expressions of need for such a program have come from national, regional and state professional associations, schools of library and information science, state and national libraries, and from librarians, information specialists and their employers. No national coordinated action has been developed.

In the framework established for Commission activity last year, the development of human resources for information service was a priority area of concern. The National Commission stated that: "It is important that those giving service in libraries and information centers be qualified for their work. Poor help in identifying and locating information is bad for the user and will ultimately damage the organization that provides the inadequate service."

To plan a national program for retraining those who need it, the Commission has awarded a contract to Catholic University Library School. Elizabeth Stone, Dean of the school and principal investigator, has been asked to provide recommendations for a nationwide program for the continuing education of professional librarians, library technicians and library trustees.

The recommendations sought are to outline a national framework for the program, insure quality content of the educational experience, and involve all levels of institutional support: state, regional and national associations, state and national libraries and schools of library and information science. The report is to be ready in February 1974.

OTHER ACTIVITIES

The Commission has been pressed, and indeed sometimes tempted, to diffuse its efforts in many directions not described in the material above. When there has been a digression, the cause has

been one whose underlying nature is congruent with the central concerns of the Commission. Copyright is one such issue; the Senate Joint Resolution 40 calling for a White House Conference on Library and Information Services is another.

The portion of the proposed copyright legislation dealing with "fair use" of materials in libraries and by library users has become a contentious issue for authors and publishers on the one side versus librarians and those who use libraries on the other. The Commission is desirous of knowing who it is that will be damaged and the extent of the damage if the legislation is permissive or highly restrictive. The Commission also needs to understand the possibilities of a copyright fee clearinghouse and of other arrangements for handling the necessary user license arrangements. The dilemma of copyright must be dispelled in such a way that access is not impeded and the creation of information and literature will be encouraged through adequate compensation to copyright holders. A fair solution of the "fair use" cases pending under the old law and a careful wording of the new law to avoid confusion and hardship are the Commission's goals. To this end a committee of Commission members and staff has been studying the problem in order to develop recommendations that will assist in its resolution.

The notion of a White House Conference on Libraries has been in the air for at least fifteen years. This year the idea has materialized as a Senate Joint Resolution. (A parallel House Resolution was introduced later.) The Commission has endorsed the Conference and, since the Resolution calls upon the Commission to be the organizing agency, has begun to outline budgets and organizational arrangements in anticipation of enactment. If the conference is held as scheduled, it will occur in 1976 following statewide conferences in preparation for the national event.

ADMINISTRATION AND ORGANIZATION

There were no changes in the membership of the Commission during the fiscal year. Three members whose terms expired in July of 1972, Messrs. Crotty, Goland and Lerner were reappointed by President Nixon to new five-year terms expiring in July 1977. Mrs. Bessie Boehm Moore, Coordinator, Economic and Environmental Education, State Department of Education, Little Rock, Arkansas, was elected by the members to serve as Vice-chairman for the year. Dr. Burkhardt continued as the presidentially-appointed Chairman of the Commission.

There were no staff changes during the year. Substantial technical assistance to the staff was rendered by several temporary consultants. Mr. C. Dake Gull aided with studies and surveys; Mrs. Dorothy Schwenn assisted in planning and reporting the regional hearings. Miss Linda Harris, Miss E. Shepley Nourse and Mrs. Nancy Rasmussen were among those who provided editorial assistance for reports and studies.

Appropriation

During the first full year of Commission activity the appropriation passed by Congress was $406,000. Access to half of these funds was delayed until technicalities of the congressionally-enacted continuing resolutions were resolved. Requests for proposals to perform studies for the Commission were sent to potential bidders on 1 April, the same date that the Treasury Department released the last half of the Commission's funds. A summary of expenditures is included in this report as an Appendix VIII.

CONCLUSION

The Commission's second year has been productive. Some initial suggestions toward a national program for libraries have been formulated based on presentations and testimony before the Commission as well as on the contractual and staff studies done for the Commission. The initial program statement is both the major product of the past effort and the major focus of the Commission's plan for fiscal 1974.

APPENDIX I

The Act

Public Law 91-345
91st Congress, S. 1519
July 20, 1970
As amended by Public Law 93-29, Section 808, May 3, 1973

An Act

To establish a National Commission on Libraries and Information Science, and for other purposes.

Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled, That this Act may be cited as the "National Commission on Libraries and Information Science Act". National Commission on Libraries and Information Science Act.

STATEMENT OF POLICY

SEC. 2. The Congress hereby affirms that library and information services adequate to meet the needs of the people of the United States are essential to achieve national goals and to utilize most effectively the Nation's educational resources and that the Federal Government will cooperate with State and local governments and public and private agencies in assuring optimum provision of such services.

COMMISSION ESTABLISHED

SEC. 3. (a) There is hereby established as an independent agency within the executive branch, a National Commission on Libraries and Information Science (hereinafter referred to as the "Commission").

(b) The Department of Health, Education, and Welfare shall provide the Commission with necessary administrative services (including those related to budgeting, accounting, financial reporting, personnel, and procurement) for which payment shall be made in advance, or by reimbursement, from funds of the Commission and such amounts as may be agreed upon by the Commission and the Secretary of Health, Education, and Welfare.

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CONTRIBUTIONS

SEC. 4. The Commission shall have authority to accept in the name of the United States grants, gifts, or bequests of money for immediate disbursement in furtherance of the functions of the Commission. Such grants, gifts, or bequests, after acceptance by the Commission, shall be paid by the donor or his representative to the Treasurer of the United States whose receipts shall be their acquittance. The Treasurer of the United States shall enter them in a special account to the credit of the Commission for the purposes in each case specified.

FUNCTIONS

SEC. 5. (a) The Commission shall have the primary responsibility for developing or recommending overall plans for, and advising the appropriate governments and agencies on, the policy set forth in section 2. In carrying out that responsibility, the Commission shall—

(1) advise the President and the Congress on the implementation of national policy by such statements, presentations, and reports as it deems appropriate; Advice to President and Congress.

(2) conduct studies, surveys, and analyses of the library and informational needs of the Nation, including the special library and informational needs of rural areas, of economically, socially, or culturally deprived persons, and of elderly persons, and the means by which these needs may be met through information centers, through the libraries of elementary and secondary schools and institutions of higher education, and through public, research, special, and other types of libraries; Studies, surveys, etc.

(3) appraise the adequacies and deficiencies of current library and information resources and services and evaluate the effectiveness of current library and information science programs;

(4) develop overall plans for meeting national library and informational needs and for the coordination of activities at the Federal, State, and local levels, taking into consideration all of the library and informational resources of the Nation to meet those needs;

(5) be authorized to advise Federal, State, local, and private agencies regarding library and information sciences;

(6) promote research and development activities which will extend and improve the Nation's library and information-handling capability as essential links in the national communications networks;

Report to President and Congress.

(7) submit to the President and the Congress (not later than January 31 of each year) a report on its activities during the preceding fiscal year; and

(8) make and publish such additional reports as it deems to be necessary, including, but not limited to, reports of consultants, transcripts of testimony, summary reports, and reports of other Commission findings, studies, and recommendations.

Contract authority.

(b) The Commission is authorized to contract with Federal agencies and other public and private agencies to carry out any of its functions under subsection (a) and to publish and disseminate such reports, findings, studies, and records as it deems appropriate.

Hearings.

(c) The Commission is further authorized to conduct such hearings at such times and places as it deems appropriate for carrying out the purposes of this Act.

(d) The heads of all Federal agencies are, to the extent not prohibited by law, directed to cooperate with the Commission in carrying out the purposes of this Act.

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MEMBERSHIP

Appointments by President.

SEC. 3. (a) The Commission shall be composed of the Librarian of Congress and fourteen members appointed by the President, by and with the advice and consent of the Senate. Five members of the Commission shall be professional librarians or information specialists, and the remainder shall be persons having special competence or interest in the needs of our society for library and information services, at least one of whom shall be knowledgeable with respect to the technological aspects of library and information services and sciences, and at least one other of whom shall be knowledgeable with respect to the library and information service and science needs of the elderly. One of the members of the Commission shall be designated by the President as Chairman of the Commission. The terms of office of the appointive members of the Commission shall be five years, except that (1) the terms of office of the members first appointed shall commence on the date of enactment of this Act and shall expire two at the end of one year, three at the end of two years, three at the end of three years, three at the end of four years, and three at the end of five years, as designated by the President at the time of appointment, and (2) a member appointed to fill a vacancy occurring prior to the expiration of the term for which his predecessor was appointed shall be appointed only for the remainder of such term.

Terms of office.

Compensation, travel expenses.

(b) Members of the Commission who are not in the regular full-time employ of the United States shall, while attending meetings or conferences of the Commission or otherwise engaged in the business of the Commission, be entitled to receive compensation at a rate fixed by the Chairman, but not exceeding the rate specified at the time of such

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service for grade GS-18 in section 5376 of title 5, United States Code, including traveltime, and while in serving on the business of the Commission away from their homes or regular places of business, they may be allowed travel expenses, including per diem in lieu of subsistence, as authorized by section 5703 of title 5, United States Code, for persons employed intermittently in the Government service. 5 U.S.C. 5241.

(c)(1) The Commission is authorized to appoint, without regard to the provisions of title 5, United States Code, covering appointments in the competitive service, such professional and technical personnel as may be necessary to enable it to carry out its function under this Act. 81 Stat. 100.

Professional and technical personnel, appointment. 80 Stat. 378.

(2) The Commission may procure, without regard to the civil service or classification laws, temporary and intermittent services of such personnel as is necessary to the extent authorized by section 3109 of title 5, United States Code, but at rates not to exceed the rate specified at the time of such service for grade GS-18 in section 5332 of title 5, United States Code, including traveltime, and while in serving on the business of the Commission away from their homes or regular places of business they may be allowed travel expenses, including per diem in lieu of subsistence, as authorized by section 5703 of title 5, United States Code, for persons employed intermittently in the Government service.

AUTHORIZATION OF APPROPRIATIONS

Sec. 7. There are hereby authorized to be appropriated $[illegible] for the fiscal year ending June 30, 1970, and $750,000 for the fiscal year ending June 30, 1971, and for each succeeding year, for the purpose of carrying out the provisions of this Act.

Approved July 20, 1970

LEGISLATIVE HISTORY:

HOUSE REPORTS: No. 91-240 accompanying H.R. 10066 (Comm. on Education and Labor) and No. 91-1226 (Comm. of Conference).
SENATE REPORT No. 91-190 (Comm. on Labor and Public Welfare).
CONGRESSIONAL RECORD:
Vol. 115 (1969): May 21, considered and passed Senate.
Vol. 116 (1970): April 28, considered and passed House, amended, in lieu of H.R. 10066.
June 25, House agreed to conference report.
July 6, Senate agreed to conference report.

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Appendix II

List of Members[1]

Andrew A. Aines, Senior Staff Associate, Office of Science Information Service, National Science Foundation, Washington, D.C. (1976).

William O. Baker, President, Bell Telephone Laboratories, Murray Hill, New Jersey (1975).

Joseph Becker, President, Becker and Hayes, Inc., Los Angeles, California (1974).

Frederick H. Burkhardt, President, American Council of Learned Societies, New York, New York (1975).

Harold C. Crotty, President, Brotherhood of Maintenance of Way Employes, Detroit, Michigan (1977).

Carlos A. Cuadra, Manager, Education and Library Systems Department, System Development Corporation, Santa Monica, California (1974).

Leslie W. Dunlap, Dean, Library Administration, The University of Iowa Libraries, Iowa City, Iowa (1975).

Martin Goland, President, Southwest Research Institute, San Antonio, Texas (1977).

John G. Kemeny, President, Dartmouth College, Hanover, New Hampshire (1973).

Louis A. Lerner, Publisher, Lerner Home Newspapers, Chicago, Illinois (1977).

Bessie Boehm Moore, Coordinator, Economic and Environmental Education, State Department of Education, Little Rock, Arkansas (1973).[2]

L. Quincy Mumford (Ex Officio), The Librarian of Congress, U. S. Library of Congress, Washington, D. C.

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1 Expiration date of current appointment in parentheses.

2 Mrs. Moore was reappointed in July 1973 to a new term expiring in July 1978. The new members are Mr. Daniel W. Casey and Mrs. Julia Li Wu.

Catherine D. Scott, Librarian, National Air and Space Museum. Smithsonian Institution, Washington, D. C. (1976).

John E. Velde, Jr., Velde, Roelfs and Company, Pekin, Illinois (1974).

Alfred R. Zipf, Executive Vice President, Bank of America, San Francisco, California (1973).

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Appendix III

Committees

Applications of New Technology

William Baker, chairman
Martin Goland

Copyright Information

Martin Goland, chairman
John Lorenz
Catherine Scott

Current Library/Information Services: Adequacies and Deficiencies

John Lorenz, chairman
Andrew Aines
Bessie Moore
Catherine Scott
John Velde

Library of Congress

Frederick Burkhardt, chairman
Leslie Dunlap
John Kemeny

Public Information

Louis Lerner, chairman
Harold Crotty
Catherine Scott
John Velde

Mr. Lorenz, Deputy Librarian of Congress, serves on these committees for L. Quincy Mumford, Librarian of Congress.

Regional Hearings

Bessie Moore, chairman
Louis Lerner
Catherine Scott

Needs of Users

Carlos Cuadra, chairman
Joseph Becker
Alfred Zipf

National Program Committee

Joseph Becker, chairman
William Baker
Frederick Burkhardt
Carlos Cuadra
Leslie Dunlap
John Kemeny
John Lorenz
Bessie Moore

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Appendix IV

Resolution

The following resolution was adopted by the Commission:
"The National Commission on Libraries and Information Science, after hearing testimony from scores of witnesses both in San Francisco and Chicago, has concluded that Federal grants such as those now provided under the Library Services and Construction Act will continue to be needed for development and improvement of libraries and information services that will benefit the citizens of the United States. Librarian and Information Specialists from many different types of institutions as well as representatives of citizen groups expressed concern that revenue sharing would not solve the long-range problems of libraries and that it is not a viable alternative to LSCA funding."

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Appendix V

List of Witnesses at the Commission Meetings

April 19, 1973 (Washington, D.C.)

Dorothy Gilford, Assistant Commissioner, National Center for Educational Statistics, U.S. Office of Education
Frank Schick, Chief, Library Services Branch, National Center for Educational Statistics, U.S. Office of Education
Eugene Garfield, Chairman of the Board, Information Industry Association
Paul Zurkowski, President and Executive Director, Information Industry Association
Joel J. Lloyd, President, National Federation of Abstracting and Indexing Services
Stella Keenan, Executive Director, National Federation of Abstracting and Indexing Services

May 31 - June 1, 1973 (New York City, New York)

John Humphry, New York State Librarian
Stanley Ransom, President, New York Public Library Association
Richard Couper, New York Public Library
John Cory, New York Public Library
Edwin Holmgren, New York Public Library
Adnan Waly, Personal Communications, Inc.
Jim Sanders, ALA Task Force on CATV in Libraries

October 27, 1972 (Washington, D.C.)

Robert W. Gibson, Jr., Chairman, Council of National Library Associations, Inc.
Allie Beth Martin, Public Library Association
Henry Chauncey, President, EDUCOM, Interuniversity Communications Council, Inc.
Ronald F. Miller, Director, New England Board of Higher Education

Marcus McCorison, Chairman, Independent Research Libraries Association
Alice Ball, Executive Director, U.S. Book Exchange
Kurt Cylke, Executive Secretary, Federal Library Committee
John Shamad, Director, National Agricultural Library
John Frantz, Executive Chairman, National Book Committee, Inc.
William T. Knox, Director, National Technical Information Service

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NOTE: The names of the hundreds of witnesses who furnished testimony to the Commission are given in the hearing transcripts available from Eric Document Reproduction Service. Their contribution to the work of the Commission is hereby acknowledged collectively rather than individually.

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Appendix VI

Participants in User Needs Conference University of Denver May 25-26, 1973

Marcia Bates
School of Library & Information Services
University of Maryland
College Park, Maryland

Estelle Brodman
Washington University School
of Medicine
St. Louis, Missouri

Genevieve M. Casey
Department of Library Science
Wayne State University
Detroit, Michigan

Vivian B. Cazayoux
Louisiana State Library
Baton Rouge, Louisiana

David Darland
Instructional & Professional Development
National Education Association
Washington, D.C.

Bernard Downey
Institute of Management & Labor Relations
Rutgers University
New Brunswick, New Jersey

Diane G. Farrell
Eastern Massachusetts Regional Public
Library System
Boston, Massachusetts

Robert J. Frist
Cooperative Extension Service
Purdue University
West Lafayette, Indiana

David Hamilton
W. W. Norton Company
New York, New York

Ann Hayes
Appalachia Adult Education Center
Morehead State University
Morehead, Kentucky

Harris C. McClaskey
University of Minnesota Library School
Minneapolis, Minnesota

Edward B. Miller
Houston Public Library
Houston, Texas

Regina Minudri
Alameda County Library System
Hayward, California

William Paisley
Institute for Communication Research
Stanford University
Stanford, California

Ted Slate
Newsweek, Inc.
New York, New York

Vinton Smith
Educational and Training Services
Whitten Village
Clinton, South Carolina

Manuel E. Velez
Department of Communications
Pima College
Tucson, Arizona

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Appendix VII

Contracts Awarded by NCLIS

The following contracts were awarded in Fiscal Year 1973 by the Commission.

1. The Catholic University of America, Washington, D.C., $52,452; completion: February 1974. Continuing Library and Information Science Education Project.

2. Government Studies and Systems, Inc., Philadelphia, Pennsylvania, $42,300; completion: February 1974. Study of Alternatives for Funding the Public Library and its Ancillary Public Information Services.

3. Westat, Inc., Rockville, Maryland, $58,248; completion: June 1974. A Feasibility Study for Regional Lending Library Resource Centers.

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Appendix VIII

Fiscal Statement-1973

Appropriation		$406,000
Expenditures		
Compensation for personnel		
Staff	109,311	
Commission members and consultants	39,516	
Benefits	11,234	
Subtotal		160,061
Operating expense		
Office rental, utilities	17,832	
Equipment, furnishings	7,856	
Government services	7,964	
Meetings	22,477	
Miscellaneous	4,888	
Travel and per diem	31,825	
Subtotal		92,841
Research and study contracts		
The Catholic University of America	52,452	
Government Studies and Systems, Inc.	42,300	
Westat, Inc.	58,248	
Subtotal		153,000
Returned to Treasurer of the U.S.		98
TOTAL		$406,000

U. S. GOVERNMENT PRINTING OFFICE : 1974 O - 530-323